

COMPLIANCE OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises a responsible, non-supervisory position, the primary duties of which include acting as the computer network administrator, providing for all employee training relating to technology and managing the computerized records system for the fire department. The Compliance Officer is responsible for the management, programming, security, maintenance and repair of the department's computer/network system and related equipment. This employee also assists fire department administrators with projects related to emergency management, accreditation status and insurance ratings. The Compliance Officer works under general supervision, reporting to and having work reviewed by the Chief of Administration.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Maintains the department's information technology infrastructure and serves as computer network administrator. Determines how the department computer/networking system should be organized. Implements and maintains department network servers as well as voice, data and video networks. Monitors network to ensure availability and resolves data communication problems. Maintains the fire department website, e-mail accounts, and user access to internet. Responds to and records problems which occur with computer systems/operation, taking remedial action and assisting system users as needed. Reviews plan to ensure computer security software is compatible with department security policies. Implements, coordinates and troubleshoots security measures to safeguard information in computer files against unauthorized modification, destruction or disclosure. Controls system usage by assigning passwords and ensuring access is denied to unauthorized users or restricted data. Reviews employee violations of computer security or procedures and reports such to department managers. Performs appropriate back-up functions. Operates the technology help desk for the department.

Installs, modifies, inspects and makes repairs to computer hardware, software, cables and peripheral components. Maintains technology equipment replacement schedule. Provides for the security of the department's licensed software, maintains records of all software license agreements and performs software audits to ensure compliance. Arranges for repairs and maintenance of all

department computer equipment, operating systems, telephones, radios and mobile data equipment on department vehicles. Inspects equipment after repairs to ensure successful operation. Meets with division heads to review requests for computer equipment and software or to discuss the feasibility of expansion or enhancement to existing computer operations.

Writes specifications for new computer equipment and oversees the bidding process. Meets with vendors to review products related to the departmental computer/networking system. Makes recommendations to superiors regarding the purchase of computer network equipment, hardware, software or major purchases for the department. Maintains inventory records on all department owned computer hardware, peripherals, and communications equipment. Purchases and distributes supplies and equipment, ensuring such expenditures are within the limits of the established budget. Manages and accounts for the money and assets related to technology. Assists in writing grants for the fire department. Prepares expenditure estimates and purchase requisitions according to departmental procedures. Develops and submits to the proper authority an operating budget for technology. Assists in preparing the budget for the entire department by gathering, compiling and organizing data.

Coordinates with and provides assistance to other public safety agencies during emergencies. Participates in training for and receives duty assignments related to both the St. Tammany No. 1 Emergency Operations Center and Incident Management Team. Recommends management policies, goals and objectives for the department. Keeps informed on administrative practices and local trends which may affect the fire service. Follows guidelines to ensure the maintenance of departmental accreditation status with various organizations. Recommends changes in department operations which will help the district obtain favorable insurance ratings. Participates in developing a personnel recruitment and selection program. Assists fire department administration with various projects as assigned.

Designs, implements, and maintains a computerized fire department records management system for the purposes of tracking and reporting departmental activity. Determines what information should be included in departmental records and periodically inspects systems and facilities used for record-keeping. Examines and evaluates existing records management system to ensure records are kept current, to develop new policies and procedures or to recommend improvements in systems format, use, and control. Confers with department personnel to identify problems and to gather suggestions for improvements to records management systems. Reviews record-keeping requirements, such as retention schedules, to determine timetables for classifying records as inactive, placing them in archival storage or for destroying obsolete records. Obtains information by reading graphs, charts, manuals or related department documents, by running queries, and by analyzing data through the use of statistics. Compiles and organizes

information needed to prepare reports and correspondence, or to develop new forms for the effective dissemination of departmental information. Oversees the preparation and recording of fire incident, response time and inspection reports. Ensures all reporting procedures and formats comply with local, state and federal reporting standards.

Develops a formal training program for all computer/network functions of the department and sees that such program is regularly evaluated and properly supplied with resources to train employees in the use of computer equipment, software and operating manuals. Provides for all training related to technology and computer operations by serving as a course instructor, by developing written procedures and by providing technical assistance or on-the-job training to employees. Attends training on computer software as needed.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

Must have a minimum of three (3) years experience in electronic computer or communications equipment related field with a working knowledge in data and telecommunications systems, including installing and maintaining Local Area Networks.

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